

Decoder Repair and Exchange

AFRTS Purchased DECODERS

What are the direct exchange (DX) procedures for AFRTS PowerVu equipment?

The direct exchange (DX) procedure is based upon the Television-Audio Support Activity (T-ASA) External Policy and Procedure, dated August 29, 1996 and provides DX procedures for all models of AFRTS provided Power Vu Integrated Receiver-Decoders (IRD). Customer purchased equipment is discussed later in this chapter.

All activities will operate in accordance with these procedures. **Local repair** of PowerVu equipment is **NOT authorized**.

When it is determined that a piece of Power Vu Equipment is defective, **furnish the following information:**

Model number(s) of the defective unit(s). Rack mountable commercial 9223 IRDs are provided in several Models: 803-200, 803-201, 803-202, etc. These model designations are provided as part of a bar code on the front and/or rear of the units. The set top unit that uses a remote control is a Model 9234.

Tracking identification number(s) (TID). The 9223 units are marked with a 12 digit TID as a part of the front panel bar code. The TID for 9234 IRDs is on the bottom of the equipment or on the rear panel.

Quantity, by model, of defective units. Please provide us the number of defective decoders by model number. Example: (2) 202s, (3) 201s, (13) and 9234s.

Symptoms of defect(s). Provide as much information as possible to assist with the troubleshooting and repair of the equipment.

Point of contact (POC) should include: name, telephone number (DSN/commercial), Fax number (DSN/commercial) and, if possible, the E-Mail address.

Return shipping address.

Notifications of defective equipment are **preferred via E-Mail**, however, Fax, letter, or message are acceptable alternatives.

E-Mail Addresses:

To: powervu@dodmedia.osd.mil

cc: afrtops@hq.afis.osd.mil

afrteng@hq.afis.osd.mil

dee@dodmedia.osd.mil

Mailing addresses:

To: Television-Audio Support Activity
ATTN: Video Compression (DX Program)
1363 Z Stree, BLDG 2730
March ARB, CA 92518
cc: AFRTS HQ /Engineering
601 N. Fairfax Street, Room 360
Alexandria, VA 22314

AFRTS-BC/DEE
1363 Z Street
Building 2730
March ARB, CA 92518

Message addresses:

To: CDR AFRTS BC MARCH FLD CA//DEE//
Info: AMFINFOS WASHINGTON DC//AFRTS//

Fax numbers:

T-ASA: DSN 348-1463
Commercial 909-413-2463
AFRTS: DSN 328-0624
Commercial 703-428-0624
AFRTS-BC: DSN 348-1457
Commercial 909-413-2457

Upon receipt of a notification of defective equipment, Scientific Atlanta (SA) will be contacted and requested to provide a Return Materiel Authorization (RMA) number and the address to ship the defective unit. TASA will then advise all parties of the RMA and the shipping address. **DO NOT SHIP until you are given disposition instructions by TASA!** Additionally, the AFRTS-BC will de-authorize the defective unit(s) in the decoder database.

Ensure that the equipment is packed properly, marked and shipped by traceable means. The remote control must be included with the shipment of a desktop D9234 decoder.

Notify TASA with complete shipping information of the defective equipment being returned for repair.

TASA will ship a replacement, if available. TASA will provide the TCN, method, mode, and date of shipment.

Points of Contact:

Technical:

AFRTS HQ: Commercial 703-428-0289, or
DSN 328-0289

E-Mail: afrteng@hq.afis.osd.mil

AFRTS-BC: Duty Engineer, commercial 909-413-2339

E-Mail: dee@dodmedia.osd.mil

T-ASA Engineering: Commercial 909-413-2590, DSN 348-1590 or
Fax Commercial 909-413-2463, DAN 348-1463

E-Mail: powervu@dodmedia.osd.mil

T-ASA Logistics: Commercial 909-413-2590, DSN 348-1590, or
Fax commercial 909-413-2463, DSN 348-1463

E-Mail: powervu@dodmedia.osd.mil

HQ AFRTS Operations:

Commercial 703-428-0245, DSN 328-0245,
Fax commercial 703-428-0624, DSN 328-0624 or

E-Mail: afrtops@hq.afis.osd.mil

HQ AFRTS Policy:

Commercial 703-428-0290, DSN 328-0290,
Fax commercial 703-428-0624, DSN 328-0624 or
E-Mail: afrtops2@hq.afis.osd.mil

Customer Purchased Decoders**What are the repair procedures for customer purchased PowerVu equipment?**

PowerVu equipment, which has been purchased by military commands, is considered customer purchased equipment and is returned for repair to the manufacturer, Scientific Atlanta. To exchange or return customer purchased PowerVu equipment; the unit's representative should contact Scientific Atlanta at the number below. Ask for a return material authorization (RMA) to return the Integrated Receiver Decoder (IRD) for repair. The Scientific Atlanta automated attendant will route the caller to the company's Technical Assistance Center or to a Customer Service Representative. Scientific Atlanta's facility is manned from 8:00 a.m. to 5:00 p.m. (Eastern Standard Time). Telephone assistance is available after hours for a service fee of \$75.00 per hour.

Scientific Atlanta Technical Assistance Center

Commercial: 1-888-949-4786 (toll free US/Canada)
Or 1-770-236-4786 (from outside CONUS or Canada)
Fax: 1-770-236-5567

Customer Service Rep: 1-416-299-6888, Susan Ramkishun

Email: susan.ramkishun@sciatl.com

Scientific Atlanta's Customer Service Representative will provide an RMA and appropriate shipping address.

Current: February 2003